

## Performance Requirements Summary

<b>PERFORMANCE REQUIREMENTS SUMMARY FOR EACH QUARTER OF CONTRACT PERFORMANCE</b>				
<b>REQUIRED SERVICE</b>	<b>STANDARD</b>	<b>MAXIMUM ERROR RATE (MER) or PERFORMANCE REQUIREMENT (PR)</b>	<b>METHOD OF SURVEILLANCE</b>	<b>MAXIMUM PAYMENT PERCENT FOR MEETING THE PR</b>
(RS-1) Daily Cleaning Technical Exhibits 2 and 3	Cleaning tasks accomplished in accordance with Section 7.0.	MER = 2 tasks per area per month.  Any Deficiencies Found Are Corrected within 1 Calendar Day.	Periodic surveillance  Validated Customer Complaints	_____ % of the Visitor Center Line Item _____ % of the Parking Structure Line Item _____ % of the Top of Dam Line Item _____ % of the Tour Route Line Item _____ % of the Administrative Offices Optional Line Item

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(RS-2) Weekly Cleaning Technical Exhibits 2 and 3	Cleaning tasks accomplished in accordance with Section 7.0.	MER = 2 tasks per area per month.  Any Deficiencies Found Are Corrected within 2 Calendar Days.	Periodic surveillance  Validated Customer Complaints	_____% of the Visitor Center Line Item _____% of the Parking Structure Line Item _____% of the Top of Dam Line Item _____% of the Tour Route Line Item _____% of the Administrative Offices Optional Line Item

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(RS-3) Monthly Cleaning Technical Exhibits 2 and 3	Cleaning tasks accomplished in accordance with Section 7.0.	PR = 100% of Services Performed MER = 2 tasks per area per month.  Any Deficiencies Found Are Corrected within 4 Calendar Days.	100% Inspection	_____ % of the Visitor Center Line Item _____ % of the Parking Structure Line Item _____ % of the Top of Dam Line Item _____ % of the Tour Route Line Item _____ % of the Administrative Offices Optional Line Item

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(RS-4) Quarterly Cleaning Technical Exhibits 2 and 3	Cleaning tasks accomplished in accordance with Section 7.0.	PR = 100% of Services Performed. MER = 2 tasks per area per quarter.  Any Deficiencies Found Are Corrected within 4 Calendar Days.	100% Inspection	_____ % of the Visitor Center Line Item _____ % of the Parking Structure Line Item _____ % of the Top of Dam Line Item _____ % of the Tour Route Line Item _____ % of the Administrative Offices Optional Line Item

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(RS-5) Semi-Annual Cleaning Technical Exhibits 2 and 3	Cleaning tasks accomplished in accordance with Section 7.0.	PR = 100% of Services Performed. MER = 2 tasks per area per semi-annual period.  Any Deficiencies Found Are Corrected within 4 Calendar Days.	100% Inspection	_____ % of the Visitor Center Line Item _____ % of the Parking Structure Line Item _____ % of the Top of Dam Line Item _____ % of the Tour Route Line Item _____ % of the Administrative Offices Optional Line Item

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(RS-6) Annual Cleaning Technical Exhibits 2 and 3	Cleaning tasks accomplished in accordance with Section 7.0.	PR = 100% of Services Performed. MER = 2 tasks per area per annual period.  Any Deficiencies Found Are Corrected within 4 Calendar Days.	100% Inspection	_____ % of the Visitor Center Line Item _____ % of the Parking Structure Line Item _____ % of the Top of Dam Line Item _____ % of the Tour Route Line Item _____ % of the Administrative Offices Optional Line Item